

Functional Group/Employee Description	Number of Employees	Average Years of Credited Service	Average Hourly Base Salary
Field Operations			
Meter Installer	10.00	19.70	\$22.28
Meter Service	16.00	25.40	\$24.42
Meter Reader	25.00	14.40	\$19.80
Clerical And Secretarial	7.00	22.00	\$17.92
Managers And Supervisors	5.00	22.38	\$29.76
Call Center And Billing And Accounting			
Clerical And Secretarial	2.00	1.00	\$13.37
Customer Service Representatives	34.00	19.82	\$18.92
Bus Support Analyst And Administrative Exempts	2.00	14.50	\$21.98
Managers, Supervisors, And Other Exempt Positions	2.00	22.25	\$36.29

Employees in the following Northeast Utilities Service Company functions provide 15% of their time (31.80 full time equivalent employees) in support to WMECO functional areas:

- Centralized Credit Center
- Consumer Affairs
- Credit and Collections
- Customer Center Operations
- Director's Staff

- Electric Meter Lab
- Field Operations Staff
- Meter Engineering
- Performance and Training
- Revenue Protection

The employees are in the follow job categories

Functional Group/Employee Description	Number of Employees	Average Years of Credited Service	Average Hourly Base Salary
Bus Support Analyst And Administrative Exempts	36.00	19.19	\$27.60
Clerical And Secretarial	9.00	6.44	\$14.90
Customer Service Representatives	109.00	9.39	\$16.62
Engineers	4.00	22.50	\$36.39
Directors, Managers, Supervisors	22.00	23.05	\$38.48
Meter Testers	7.00	18.57	\$23.50
Other	1.00	33.00	\$40.92
Revenue Protection	5.00	33.60	\$29.53
Meter Specialists	8.00	18.13	\$28.25
Records Technicians	3.00	15.00	\$18.25
Trainers	8.00	17.75	\$23.77